

## **PREFACE**

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### 101. SCOPE

These rules and regulations and the regularly established rate schedules are a part of all contracts for receiving electric service from the City of Alcoa and apply to all service received from the City of Alcoa, whether the service is based upon contract, agreement, signed application, or otherwise.

### 102. APPLICATION OF RULES AND REGULATIONS

The provisions of these rules and regulations shall apply to all customers now or hereafter receiving electric service from the City of Alcoa, and the acceptance of service shall constitute an approval and ratification of these rules and regulations, provided however, that nothing contained in these rules and regulations shall affect or prejudice any rights of the City of Alcoa under any existing contract nor release or discharge any existing obligation to the City of Alcoa.

### 103. THE CITY OF ALCOA NOT RESPONSIBLE

All rules and regulations affecting health and safety, including (without limitation) all provisions relating to inspection, general safety precautions for utilization, and rules governing customer installations, are for the guidance and benefit of customers, and the City of Alcoa shall not be responsible for the enforcement thereof, or for any loss, damage, or injury resulting from any violation thereof, but the City of Alcoa reserves the right, in its discretion, to refuse to furnish service, or to discontinue furnishing service, where the customer fails to comply therewith.

### 104. SYNTAX

Wherever the context shall admit or require, words used herein in the singular shall include the plural, words used in the plural shall include the singular, words used in the masculine shall include the feminine, and words used in the feminine, shall include the masculine.

### 105. CONFLICT

In case of conflict between any provision of any rate schedule and these rules and regulations, the rate schedule shall apply.

### 106. REVISIONS

These rules and regulations may be revised, amended, supplemented, or otherwise changed from time to time. Such changes, when effective, shall have the same force as the present rules and regulations.

### 107. SEPARABILITY SECTION

If any clause, sentence, paragraph, section or part of these rules and regulations or the City of Alcoa rate schedules shall be declared invalid or unconstitutional, it shall not affect the validity of the remaining parts of these rules and regulations of the City of Alcoa rate schedules.

### 108. FILING AND POSTING

Individuals and businesses, when establishing a new electric account, shall be made aware of these rules and regulations and the Schedule of Rates and Charges and of their right to review these documents during business hours.

109. NO DISCRIMINATION

The City of Alcoa Rules and Regulations and Rate Schedules shall be applied without regard to race, color, creed, sex, national origin or marital status.

## DEFINITIONS

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- 1) The City of Alcoa — The City of Alcoa utilities system, and its duly authorized officers and agents.
- 2) APPLIANCE — Equipment which utilizes electricity.
- 3) ACROSS THE LINE STARTING — A method of starting a motor in which the windings of the motor when starting are subjected to the full supply voltage.
- 4) BILLING — Monthly bill presented to the customer by the utility for the amount of electricity used. Bills are based upon meter readings or, on some occasions, estimates of meter readings.
- 5) CONNECTED LOAD — The combined nominal rated capacity of all motors or other energy consuming devices installed on customer's premises which may, at the will of the customer, be operated with energy supplied by the City of Alcoa.
- 6) CUSTOMER — Any corporation, governmental body, association, firm, entity, or individual purchasing electrical service from the City of Alcoa under either an expressed or implied contract requiring such person to pay the City of Alcoa or such service.
- 7) CUSTOMER INSTALLATION — All electrical wiring and appurtenances, fixtures, appliances or any equipment making use of electricity located on the customer's side of the point of delivery except metering devices installed by the City of Alcoa.
- 8) CUSTOMER METER — The instrument or apparatus installed by the City of Alcoa Utilities for measuring the electricity supplied to the customer. The meter and its appurtenances are the property of the City of Alcoa.
- 9) DEPOSIT — Customers may be required to provide the City of Alcoa with a deposit for guarantee of payment of the utility bill. Deposits are normally required of new accounts and established accounts that have payment and credit problems with the City of Alcoa.
- 10) DIRECT DEPOSIT PAYMENT — Customer pays by direct deposit to the utility account each month. Customer still receives a bill, however it is marked "paid" since the funds have already been paid from the customer's bank account.
- 11) DWELLING — Any single structure, with auxiliary buildings, occupied by one or more persons for residential purposes.
- 12) ELECTRICAL CODES — The latest revisions of the National Electric Code; requirements of the Department of Insurance, Division of Fire Protection of the State of Tennessee; and ordinances of the City of Alcoa, if within the corporate limits of Alcoa.
- 13) ELECTRICAL INSPECTION — An inspection of the customer's installation by the regularly authorized governmental representatives for the purpose of determining the adherence of the installation to the Electrical Codes.
- 14) FRAUDULENT APPLICATION FOR SERVICE — Customer applies for service using a name other than his/her own, or uses other methods to try to deceive the utility.

- 15) HOUSEHOLD — Any one or more persons living together as a family group.
- 16) INSTRUMENT TRANSFORMER — An electrical device with a definite and accurate ratio for reducing either voltage or current, as supplied to the customer, to a value which can be more readily metered. Instrument transformers used in conjunction with a customer meter are the property of the City of Alcoa.
- 17) LATE PAYMENT — Payment received by the utility more than 15 days after the billing is rendered. Late payments can result in additional interest or possible service disconnection.
- 18) LOCKED ROTOR CURRENT — The instantaneous inrush of current to the motor which occurs immediately upon closing the starting switch and before the motor has started to rotate.
- 19) LOW REVENUE SERVICE — A low revenue service is a service that does not consume sufficient energy to cover the annual costs of the City of Alcoa in providing such service.
- 20) METER CENTER — That point on the customer's premises where the meter and its auxiliary devices are located or are to be located.
- 21) METER SOCKET — A device into which the City of Alcoa meter can be inserted.
- 22) OVERHEAD EXTENSION — A standard overhead extension of the City of Alcoa electrical system to the customer is an extension estimated by the City of Alcoa to be the least expensive design consistent with good engineering practices.
- 23) PAYMENT OF BILL — Customers are responsible for payment to the utility for services used, plus other charges as incurred, monthly, unless other arrangements have been made. The utility may establish a minimum charge per month for maintaining an active service where the consumption does not exceed the minimum billing amount.
- 24) PERSON — Any individual, firm, corporation, governmental body, association, organization, or entity.
- 25) POINT OF DELIVERY — That point where delivery of electric power is made to the customer.
- 26) POWER FACTOR — The ratio of the working power to the apparent power of a circuit.
- 27) PREMISES — Any structure or group of structures operated as a single business or enterprise, provided, however, the term "premises" shall not include more than one dwelling.
- 28) PRIMARY SERVICE — An electric service greater than 600 volts.
- 29) SECONDARY CIRCUIT — An electrical distribution circuit, the voltage of which is 600 volts or less and is suitable for use by the customer.
- 30) SERVICE (Sometimes called Electric Service herein) — In general, the readiness and ability of the City of Alcoa to furnish electricity to the customer at the point of delivery.

Specifically, the conductors and equipment for delivering energy from the electric distribution facilities to the service equipment of the premises served.

- 31) SERVICE CONDUCTORS — The supply conductors that extend from the street main or from transformers to the service equipment of the premises supplied.

- 32) SERVICE DISCONNECT — Service can be disconnected for a number of different reasons, including failure to make the payment on time, or a written request by another adult in the household.
- 33) SERVICE ENTRANCE CONDUCTORS — Overhead System: The service conductors between the terminals of the service equipment and a point usually outside the building, clear of building walls, where joined by tap or splice to the service drop.
- Underground System: The service conductors between the terminals of the service equipment and the point of connection to the service lateral.
- 34) SERVICE DROP — The overhead service conductors from the last pole or other aerial support to and including the splices, if any, connecting to the service-entrance conductors at the building or other structure.
- 35) SERVICE LATERAL — The underground service conductors between the street main, including any risers at a pole or other structure or from transformers, and the first point of connection to the service entrance conductors in a terminal box or meter or other enclosure with adequate space, inside or outside the building wall. Where there is no terminal box, meter, or other enclosure with adequate space, the point of connection shall be considered to be the point of entrance of the service conductors into the building.
- 36) STANDBY SERVICE — An alternate circuit or other facilities furnished by the City of Alcoa to provide a higher degree of reliability for continuous service; however, such standby service does not guarantee the customer any fixed voltage or continuous service.
- 37) THEFT OF SERVICE — Any attempt to bypass the meter or to tamper with the meter or the metering of the energy used.
- 38) TRANSFORMERS — A device available for changing from a higher primary distribution voltage to a lower usable or secondary voltage.
- 39) TRANSFORMER BASE — A foundation for supporting one or more transformers.
- 40) TRANSFORMER VAULT — An enclosure or room built or constructed in accordance with the applicable Codes and located in a customer's building or under the sidewalk, street or alley, for housing transformers, network protectors, or other devices.

## APPLICATION AND CONTRACT FOR SERVICE

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### 301. APPLICATION AND CONTRACT REQUIREMENTS

- 1) Customers are instructed that a formal application for either original or additional service must be made at the office of the City of Alcoa and be duly approved before connection or meter installation orders will be issued and work performed. Application for service at a location where a previous service was installed should be made at least three working days prior to connection. Application for a new service should allow time for construction and connection as required.

- 2) Residential Service for Homeowners/Buyers and/or Renters:

When applying for service, a residential applicant has three options:

- a) The applicant may apply by telephone and authorize the City of Alcoa to conduct a credit check on the applicant. If the applicant has good credit (as defined by the credit reporting agency), then the application will be accepted on the telephone and no security deposit will be required.
- b) The applicant may present to the utility a letter of good credit from another utility. Good credit is defined as having no penalties in the past twelve months. The utility will then accept the customer's application either in person or by telephone and no deposit will be required. If the customer has a history of any bad checks or disconnects for non-payment with the previous utility, the letter will not be accepted. The City of Alcoa reserves the right to verify the letter with the issuing utility before connecting service.
- c) An applicant with no credit history or poor credit, as defined by the credit reporting agency, will be required to sign for service at the City of Alcoa office. Two forms of identification will be required and a deposit must be paid in accordance with City of Alcoa policy.

- 3) Commercial Service:

When applying for service, the following is required of a commercial applicant:

- a) The applicant must appear at the City of Alcoa office and have the authority of the corporation to sign for service. The applicant must also provide the utility with the name and telephone number of a contact person and the name of the owner and/or president of the corporation. Two forms of identification are required of applicant.
  - b) The applicant may present to the utility a bank letter of credit, or make a deposit for the location.
- 4) As a condition precedent to the rendition of any service, the furnishing of which requires an investment by the City of Alcoa, the City of Alcoa shall have the right to require an applicant for service to sign a minimum bill contract, to make an advance deposit, to make a contribution in aid of construction or any combination thereof in such amount and for such period of time as is reasonably necessary to support said investment, but nothing contained

herein shall authorize a minimum bill contract that is prohibited by any other rule or regulation or by the applicable rate schedule.

- 5) If, for any reason, the customer, after signing the contract for electric service, does not take the service by reason of not occupying the premises or otherwise, he shall reimburse the City of Alcoa for the expense incurred by reason of its endeavor to furnish said service.
- 6) The receipt by the City of Alcoa of a prospective customer's application for service, regardless of whether or not accompanied by a deposit, shall not obligate the City of Alcoa to render the service for which applied. If the service applied for cannot be supplied in accordance with the City of Alcoa's rules, regulations, and general practice, the liability of the City of Alcoa to the applicant for such service shall be limited to the return of any deposit made with the City of Alcoa by such applicant.
- 7) Whenever an application is made for service to premises concerning which the City of Alcoa knows there is a dispute as to the ownership or the right of occupancy and one or more of the claimants attempts to prevent such service being furnished, the City of Alcoa reserves the right to adopt either one of the following two alternative courses:
  - a) To treat the applicant in actual possession of the premises to be served, as being entitled to such service, irrespective of the rights or claims of other persons.
  - b) To withhold service, pending a judicial or other settlement of the rights of the various claimants.

### 302. DEPOSIT

- (1) In accordance with the requirements stated in 301.2).b) of this policy, the homeowner or residential customer may be required by the City of Alcoa to deposit an amount as defined in the Appendix. A residential customer may present to the utility a letter of good credit from another utility. Failure to make such deposit upon demand of the City of Alcoa will give the City of Alcoa the right to declare the contract forfeited and to refuse or to discontinue service.
- (2) Commercial customers may, in lieu of a deposit, provide a security deposit for which provision is made in Section 302 (1), if the customer, at the customer's expense, will furnish the City of Alcoa, and maintain in full force and effect until service to such customer is terminated, a bank letter of credit, guaranteeing the payment of all of the customer's obligations to the City of Alcoa for utility or other services furnished the customer by the City of Alcoa. The penal sum of said bank letter of credit shall be at least two times the larger of the following amounts, namely (1) the highest monthly bill of the customer incurred for utility services furnished by the City of Alcoa during the preceding twelve-month period, or (2) the highest monthly bill for such utility services as reasonably estimated by the City of Alcoa's authorized representative for the ensuing twelve-month period. The surety on the bank letter of credit shall have no right to terminate its liability thereunder without giving the City of Alcoa at least thirty days prior written notice of its election so to do, and such termination shall not limit or otherwise affect the surety's liability to the City of Alcoa for utility services furnished the customer prior to the effective date of such termination. Periodically customer's accounts may be reviewed and additional security may be required as deemed necessary by the City of Alcoa.
- (3) Upon termination of the service, the deposit will be applied by the City of Alcoa against any obligations of the customer, to the City of Alcoa, regardless of whether such obligations arose in connection with electric service or otherwise. Any part of the deposit

which is not so applied will be refunded to the customer. Prior to the termination of the service, the customer shall have no right to require that the deposit or any part thereof be applied to the payment of any obligation of the customer to the City of Alcoa. If the deposit is insufficient to pay all such charges, the deposit shall be applied to the payment of the charges in the order in which they were incurred, beginning with the oldest, unless the City of Alcoa elects to apply the deposit in a different order of payment. However, if the customer is involved in any bankruptcy, the deposit is considered an asset and should be placed in the asset pool. This means it cannot be deducted from the debt owed the utility, unless approval is given by the Bankruptcy Court.

- (4) A deposit shall be transferable or assignable by the customer. In the event the deposit is transferred or assigned and is not equal to the current deposit rate and the customer does not have a good credit rating, it must be increased to the current deposit rate.
- (5) Residential deposits will be returned to the customer after fifteen (15) months provided that all utility payments have been made on time; the customer has not been disconnected for nonpayment; the utility has not had any checks returned on the customer's account; and the customer has not made any late payments. If any of these incidents have occurred during the past fifteen months of service, the deposit will remain with the utility until the customer has completed fifteen consecutive months of good credit.

### 303. GENERAL REQUIREMENTS

- (1) The City of Alcoa will offer electric service to a customer by the least expensive method consistent with good engineering practices and in accordance with these rules and regulations. In the event the customer desires a more expensive extension than the standard extension and the City of Alcoa agrees to such extension, the customer shall pay the additional cost as contribution in aid of construction. The City of Alcoa shall retain title, operate and maintain all electrical facilities furnished, installed or both by the City of Alcoa.
- (2) The type of electric supply and location of service entrance conductors must be approved by the City of Alcoa before customer's service equipment or wiring is installed.
- (3) The customer shall be responsible for the initial clearing of the right-of-way easement on customer's property. For service conductors the customer shall trim trees so no limb is closer than two (2) feet to the service conductor. For primary conductors the customer shall within twenty (20) feet of the center line of the proposed primary line, remove all pines and within ten (10) feet of the center line of the proposed primary line, remove all trees except dogwood, redbud, and other ornamentals all of which must be topped and remove all overhanging limbs of trees located at a greater distance than ten (10) feet of the center line of the proposed primary line.
- (4) The customer shall be responsible for maintaining tree clearance around the service conductors.
- (5) Electric supply will be 60 hertz alternating current at nominal voltages listed in Section 303(6). The City of Alcoa does not guarantee actual voltages but will endeavor to maintain voltages in accordance with National Standards.
- (6) Standard and Non-Standard Voltages

Standard  
Voltages

Minimum  
Demand (5)

Maximum  
Demand



120/240 Volt, 1 Phase OH 3 Wire	None PMT		100 KW 25 KW 100 KW
208 Grd.Y/120 Volt, 3 Phase, 4 Wire	OH PMT	75 KW (4) 75 KW (4)	500 KW 500 KW
480 Grd.Y/277 Volt, 3 Phase, 4 Wire	OH PMT	150 KW (4) 150 KW	500 KW 3000 KW
13,200 Grd.Y/7620 Volt, 3 Phase, 4 Wire	(1)		(1)

Non-Standard Voltages (1 & 2)

120 Volt, 1 Phase, 2 Wire (3)  
 240 Volt, 3 Phase, 3 Wire, Delta  
 240 Volt, 3 Phase, 4 Wire, Delta  
 480 Volt, 3 Phase, 3 Wire, Delta  
 2400 Volt, 3 Phase, 3 Wire, Delta  
 4160 Grd.Y/2400 Volt, 3 Phase, 4 Wire

OH - Overhead

PMT - Pad-mounted Transformer

NOTES:

1. The Electrical Engineering Department must be consulted for service requirements.
2. Non-Standard Voltages are not normally available for new service. Non-Standard Voltages may, at the option of the Board, be served if the Board has the necessary equipment available.
3. Single Phase, 120 Volt, 2 Wire available only for 30 Ampere Service from an existing Transformer or Secondary circuit.
4. Demand must be generated by individual three phase loads or include a minimum of 10 HP motor or 7-1/2 ton AC.
5. Does not apply to a new service from existing facilities. Existing transformers may be replaced with larger transformers if required.

304. EASEMENT RIGHTS AND RELOCATION OF THE CITY OF ALCOA'S FACILITIES

- (1) In cases where the customer's requirements are such as to make desirable the location of the City of Alcoa's electric poles, lines, transformers, and appurtenant equipment on the customer's property in order to provide service to such customer, the customer shall provide adequate easement rights as required by the City of Alcoa for the City of Alcoa's facilities. No applicant for service shall be entitled to such service until the City of Alcoa has been furnished, at no cost to the City of Alcoa, such indefeasible easement rights for such facilities at a location acceptable to the City of Alcoa. All persons having any interest in the property where such facilities of the City of Alcoa utilities are located, shall be

conclusively presumed to have agreed to the construction and continued maintenance of such facilities if at any time after the use thereof begins, a continuous period of twelve months elapses during which no effort is made by the customer or by any person having an interest in such property, to have such facilities removed or relocated.

- (2) Any person wishing to have the City of Alcoa's electric facilities relocated for their convenience shall be entitled to have the facilities relocated only if (1) an easement for a suitable substitute location acceptable to the City of Alcoa, is provided at no cost to the City of Alcoa, and (2) satisfactory arrangements are made with the City of Alcoa for all expenses for any relocation work to be paid at no cost to the City of Alcoa. Until arrangements acceptable to the City of Alcoa are made for providing electric service to the premises served by such facilities, no person shall have the right to require the City of Alcoa to remove any such facilities even though the facilities are not in active use at the time. Neither the customer nor any other person shall do anything on the property where such facilities are located or allow any use thereof, which will endanger said facilities or which will create a hazard by reason of the location or use of such facilities.
- (3) Any customer whose premises do not extend to a public street right-of-way or other public right-of-way from which electric service can be safely and economically provided, shall be responsible for providing and maintaining without cost to the City of Alcoa an easement for the City of Alcoa's electric facilities between the customer's premises and the public right-of-way from which such electric service is to be or is being provided. Such customer shall also be responsible for providing and maintaining all electric facilities beyond such customer's Point of Delivery, which facilities are not owned by the City of Alcoa. This rule applies to all customers, present and future, including without limitation, those occupying apartments, office buildings, condominiums, shopping centers, parks, projects, developments, subdivisions, and other similar land uses.

#### 305. PRIMARY SERVICE

- (1) At the option of the City of Alcoa, primary service may be offered at the highest voltage available in the vicinity, unless the customer requests and the City of Alcoa agrees to lower standard voltage.
- (2) The City of Alcoa will not furnish transformers to a customer with a new primary service.
- (3) Any existing customer having primary service with transformers owned by the City of Alcoa beyond the Point of Delivery may purchase said transformers from the City of Alcoa at the current depreciated book value.
- (4) At the City of Alcoa's request, customers taking primary service shall have a three phase circuit breaker for a main service disconnecting means. The primary circuit breaker shall be trip free, shall open and close all phases simultaneously and shall have an interrupting and closing rating suitable for the maximum short circuit current available at its supply terminals.

The breaker shall be equipped with integral over-current protection on each phase and neutral having time-current characteristics that will fully coordinate with the City of Alcoa's system protection. The primary circuit breaker must be located on the outside of the building and readily accessible to City of Alcoa personnel, including firefighters, at all times.

#### 306. TEMPORARY SERVICE

- (1) A new service, which in the judgment of the City of Alcoa will not be in use for more than three years, will be considered a temporary service and the customer shall pay the total estimated cost of installing and removing such temporary service. Where a service drop is all that is required for temporary service, the City of Alcoa will provide this service for a standard fee (according to the schedule found in the Appendix) in addition to the meter set fee.
- (2) A customer will furnish and install a facility for temporary service provided said facility is in accordance with the Electrical Codes and the requirements of the City of Alcoa.

307. NON-STANDARD SERVICE

- (1) For special service and voltages other than standard voltages, the customer shall confer with the City of Alcoa regarding the form and type of service required. Before the customer proceeds with the purchase of equipment or wiring in such cases, he should contact the City of Alcoa, which will furnish information in writing on the character of service available, the location of the City of Alcoa's electric lines, and the ability of the City of Alcoa to meet special requirements. Nothing contained herein shall obligate the City of Alcoa to provide such special service.

308. STANDBY SERVICE

- (1) Upon request by the customer the City of Alcoa will offer standby service provided the standby capacity requested can be made available.
- (2) The contract for such standby service shall be an amendment to the contract for electric service and the terms shall run concurrently. The charge for such standby service shall be the charge provided for in the rate schedule as per these Rules and Regulations at the time each new or extended contract is executed.
- (3) The standby service charge shall be calculated at the time it is requested and shall be based upon the City of Alcoa's cost of providing such standby service.
- (4) The City of Alcoa will provide an alternate overhead circuit and other facilities for standby service if the customer pays for the total cost of such facilities as contribution in aid of construction. See Section 317 for additional requirements for underground service.

309. SERVICE TO INDIVIDUAL RESIDENCES

A standard overhead extension of the electric system to service an individual residence will be made at no cost to the customer, except the meter set fee, provided the extension cost shall not exceed the investment allowance per the Fee Schedule located in the Appendix. Any estimated costs for extending the overhead electric system beyond the allowance outlined in the fee schedule shall be paid by the customer as contribution in aid of construction. Such contribution in aid of construction shall be paid in lump sum in advance to the City of Alcoa. The customer will furnish to the City of Alcoa cleared rights-of-way for the construction of the extension, such rights-of-way to be of a width and at such location as shall be satisfactory to the City of Alcoa. See Section 319 for refund provisions.

The City of Alcoa will not make an extension to serve individual residences until the City of Alcoa's representative is satisfied that the site preparation has progressed sufficiently to warrant the installation of an electric extension. No individual residence will be served until evidence has been presented to the City of Alcoa that it will be completed and occupied within a reasonable time. The

City of Alcoa reserves the right to assess a minimum bill where electric power usage, as measured over the first year of service, does not cover the cost of provision of the service. Such minimum bill can be adjusted to re-coup losses incurred in the first year of service. Nothing contained herein shall obligate the City of Alcoa to provide such special service.

### 310. SERVICE TO INDIVIDUAL MOBILE HOMES

A standard overhead extension of the electric system to service an individual mobile home will be made under the provision of an individual residence if all the following conditions for electric service are met:

- a) The mobile home is mounted on a permanent foundation.
- b) The mobile home is connected to a pressurized water system.
- c) The mobile home is connected to a sewage disposal system provided by a utility or a septic tank system approved by the County Health Department.
- d) The customer desiring the electric service owns the property that the mobile home is located on.

If any of the above conditions are not met, the extension shall be considered for temporary service and the customer will pay the entire cost of the extension as contribution in aid of construction. In addition, a service charge, as defined in the Appendix, will be paid by all mobile home customers.

### 311. SERVICE TO APARTMENTS, CONDOMINIUMS, AND OTHER MULTIPLE HOUSING UNITS

- (1) An overhead extension of the electric system to serve apartments and condominiums will be made after the developer has the project approved by the appropriate governmental authority and has provided one complete set of approved plans to the City of Alcoa, with the name of the electrical contractor when selected.
- (2) An electric distribution sketch and cost estimate, including primary extension, conduit, cable, transformers, service and metering apparatus to serve the project will be prepared by the City of Alcoa. The cost will also include tree trimming if required. Before construction of the distribution system is started, a cash payment covering that part of the City of Alcoa's estimated cost, in excess of the per unit investment allowance shown below must be paid by the developer to the City of Alcoa on a cash, non-refundable basis. The maximum per unit investment allowance is outlined in the Fee Schedule in the Appendix.

The cost to the developer will be computed in accordance with the following formula:

*take:* total cost of the extension  
*less:* number of units  
*times:* per unit investment allowance

Additionally, a cash, non-refundable, connection fee per meter shall be paid before each meter connection is made.

When developers desire an underground system, the customer shall be responsible for all costs in excess of estimated costs of installing an overhead system. All costs exceeding the estimates of the overhead system shall be paid by the developer to the City of Alcoa as contribution in aid of construction. See Section 317 for additional underground service requirements.

- (3) The City of Alcoa will furnish, install and own the entire underground distribution system except the service laterals.
- (4) Prior to paving any area, the Developer will give the City of Alcoa adequate notice to permit the installation of its conduit system.
- (5) Planned Unit Development (PUD) - A PUD is any residential planned unit development project designed for single family living units on individually owned lots with public or private streets. The project must have the characteristics of a subdivision with lots abutting the street and each lot having a minimum of 2500 sq. ft. If this criteria is met then the project will be treated as a subdivision and Section 313 "Service to Residential Subdivisions" will apply.

312. SERVICE TO MOBILE HOME PARKS

A standard overhead extension of the electric system to serve a mobile home park will be made at no cost to the developer provided the estimated cost of construction (not including transformers and meters) does not exceed the product of the number of mobile home units for which evidence can be presented to indicate that placement will commence within thirty days after service is initiated. Any cost of construction greater than the amount determined as defined in the Appendix shall be paid by the developer as contribution in aid of construction with refunds being provided in accordance with Section 319 and as defined in the Appendix. The developer will furnish to the City of Alcoa cleared rights-of-way for the construction of the extension, such rights-of-way to be of a width and at such locations as shall be satisfactory to the City of Alcoa. The developer shall be responsible for the initial clearing of trees in the mobile home park in accordance with section 303 (3). If the developer of a mobile home park does not arrange for the line extensions, the City of Alcoa will extend lines in accordance with the policy to serve individual mobile homes as provided in Section 310. See Section 317 for additional requirements for underground service. The City of Alcoa reserves the right to assess a minimum bill where electric power usage, as measured over the first year of service, does not cover the cost of provision of service.

313. SERVICE TO RESIDENTIAL SUBDIVISIONS

A standard overhead extension of the electric system to serve a residential subdivision will be made at no cost to the developer provided the estimated cost of construction (not including transformers and meters) does not exceed the product of the number of houses for which evidence can be presented to indicate that construction will commence within thirty days after service is initiated, as defined in the Appendix. Any cost of construction greater than the amount determined in the Appendix shall be paid by the developer as contribution in aid of construction with refunds being provided in accordance with Section 319 and the Appendix.

The developer will furnish to the City of Alcoa cleared rights-of-way for the construction of the extension, such rights-of-way to be of a width and at such locations as shall be satisfactory to the City of Alcoa. The developer shall be responsible for the initial clearing of trees in the subdivision in accordance with Section 303 (3). If the developer of a residential subdivision does not arrange for the line extensions, the City of Alcoa will extend lines in accordance with the policy to serve individual residences as provided in Section 309. See Section 317 for additional requirements for underground service. The City of Alcoa reserves the right to assess a minimum bill where electric power usage, as measured over the first year of service, does not cover the cost of provision of service.

314. LOW REVENUE SERVICE

- (1) A standard overhead service drop will be made to a low revenue service (includes without limitation barns, pumps, welders, workshops, signs, electric fences, camping trailers, vacation dwellings, etc.) on a permanent basis at no cost to the customer except the meter set fee. Any estimated costs for an extension beyond a service drop will be paid in advance by the customer as contribution in aid of construction.
- (2) As an alternative, the customer may choose to request the City of Alcoa to provide service whereby any cost exceeding the amount outlined in the Appendix is paid by the customer and a minimum bill is calculated to cover the annual costs of the City of Alcoa's facilities installed to provide service.

315. PERMANENT SERVICE TO COMMERCIAL OR INDUSTRIAL CUSTOMER WITH 50 KW OR LESS DEMAND

A standard single phase overhead extension of the electric system to serve a permanent commercial or industrial customer with 50 KW or less demand will be made at no cost to the customer provided the estimated cost of construction (not including transformers and meters) does not exceed the investment allowance located in the Fee Schedule in the Appendix. Any estimated costs greater than the allowance shall be paid as contribution in aid of construction. If a three phase service is required, all costs exceeding the allowance including the cost of additional transformer(s), shall be paid by the customer to the City of Alcoa as contribution in aid of construction. See Section 319 for refund credit for customers subsequently added to the extension. See Section 317 for additional requirements for underground service.

When conditions indicate the service will be defined as Low Revenue Service the provisions listed in Section 314 shall apply.

316. SERVICE TO COMMERCIAL OR INDUSTRIAL CUSTOMER WITH A DEMAND LARGER THAN 50 KW

A standard overhead extension of the electric system to serve a commercial or industrial customer with a demand larger than 50 KW will be made at no cost to the customer provided the estimated cost of construction (not including transformers and meters) does not exceed the investment allowance located in the Fee Schedule in the Appendix. Any costs in excess of the allowance shall be paid by the customer as contribution in aid of construction. See Section 319 for refund credit for customers subsequently added to the extension. See Section 317 for additional requirements for underground service.

317. UNDERGROUND SERVICE

- (1) Underground service will be offered subject to the requirements outlined in Chapter 3, any other applicable requirements of the Rules and Regulations listed herein. When any customer (developer or individual) desires an underground system, the customer shall be responsible for all costs in excess of the estimated costs of installing an overhead system. Those costs are nonrefundable. Underground service shall also be subject to the following additional requirements.
- (2) The customer shall grade all areas within ten feet of the City of Alcoa's proposed facilities. Grade shall be within six inches of final grade before trenches are dug.
- (3) The commercial customer shall be responsible for furnishing and installing transformer foundations in accordance with the City of Alcoa's utility specifications.

- (4) The customer shall be responsible for furnishing and installing all conduit and service (not including primary) conductors as required by the City of Alcoa's utility specifications.
- (5) Customer's underground service attached to the City of Alcoa's overhead facilities shall be furnished and installed by the customer in accordance with the City of Alcoa's specifications. The City of Alcoa will make the connection between the customer's service lateral and the City of Alcoa's facilities.

318. CUSTOMER CONSTRUCTED LINES

A customer may construct a line at his own expense. The City of Alcoa may at its option take over such line, provided it is the City of Alcoa's opinion the line conforms to all of the City of Alcoa's Specifications and Requirements and a legal transfer of the property is made. This will be done without expense to the City of Alcoa.

The customer constructing a line at his own expense shall not make any attachments of any kind to the City of Alcoa's existing electric line. The City of Alcoa will furnish and install a line to customer's first pole and make the connection between the customer's line and the City of Alcoa's electric line.

319. CREDIT FOR ADDITIONAL CUSTOMERS

Refund credit not to exceed the total amount of the contribution in aid of construction paid by the customer or developer will be allowed based on the number of customers subsequently added to the extension without the addition thereto of any primary line. The amount of the refund credit will be the amount listed in the schedule as outlined in the Appendix, and refunds will be based upon the per customer allowance in effect at the time initial service was provided. Only a one time credit for each new customer will be allowed. No refunds for underground costs shall be made.

Developers shall be responsible for submitting an appropriate invoice, to the City of Alcoa within three months of the end of each year stating the number of additional customers for which reimbursement is due. The year shall be the anniversary date of the time when services were extended.

Refund amounts can be found in the Fee Schedule located in the Appendix.

320. OUTDOOR LIGHTING FOR INDIVIDUAL CUSTOMERS

- (1) The City of Alcoa will offer outdoor lighting for individual customers. The type, size and monthly charges shall be as shown in the rate schedule and as determined by the City of Alcoa.
- (2) Service for outdoor lighting for individual (residential) customers which, in the judgment of the City of Alcoa, will require a pole to be set, shall be charged a standard fee according to the fee schedule found in the Appendix. If a pole is not required such service for outdoor lighting shall be furnished at no charge for installation.
- (3) Temporary outdoor lighting for individual customers shall be in accordance with Section 306.
- (4) Any relocation of facilities for outdoor lighting for individual customers shall be in accordance with Section 304.

- (5) Special outdoor lighting services may be provided as approved by the Board of Commissioners.

321. INCREASE IN SERVICE REQUIREMENTS

The City of Alcoa will increase the capacity of the same type service to accommodate added load at no cost to the residential customer. Commercial customers may be required to pay the City of Alcoa for the cost of increasing such service (not including transformers and meters). Such costs above shall be paid by the customer as contribution in aid of construction on a non-refundable basis.



## **POINT OF DELIVERY**

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### 401. POINT OF DELIVERY

- (1) Except as may be otherwise provided by written agreement between the City of Alcoa and the customer, the Point of Delivery shall be as stated for the following conditions listed.
- (2) For an overhead service, the Point of Delivery shall be at the point the customer's service entrance conductors are connected to the City of Alcoa's service drop conductors.
- (3) For customers underground service attached to the City of Alcoa's overhead facilities, the Point of Delivery shall be at the point the customer's service lateral attaches to the City of Alcoa's facilities.
- (4) For a pad-mounted transformer or ground type substation, the Point of Delivery shall be the low voltage terminals of the transformer.
- (5) For primary service, the Point of Delivery shall be as defined in customer's contract for service.
- (6) The location of the City of Alcoa's meter or other equipment on the customer's side of the Point of Delivery shall not change the location of the said Point of Delivery. All wiring or equipment (except the City of Alcoa's metering) beyond this Point of Delivery shall be owned and maintained by the customer; and the City of Alcoa shall not be liable for any injury to persons or property on account of any defect or negligence in the installation, maintenance, or use of the customer's equipment beyond said Point of Delivery.

### 402. SINGLE POINT OF DELIVERY

- (1) The charges under the rate schedules are based upon the supply of service through a single delivery and metering point and at a single voltage. Separate services for the same customer at the same premises shall be permitted provided said separate services do not conflict with the Electrical Codes and are metered and billed separately.
- (2) Separate primary circuits of the same voltage terminating in a common switch room, vault or adjacent bays of a structure shall be considered a single point of delivery even though separately metered. In these cases the City of Alcoa will bill the customer on the total simultaneous demand and the energy of these primary circuits.

## **WIRING STANDARDS**

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### **501. CUSTOMER'S WIRING**

- (1) Customer's wiring shall be in accordance with the requirements of the Electrical Codes and additional City of Alcoa requirements.
- (2) By furnishing service to a customer, the City of Alcoa assumes no responsibility for seeing that the customer's wiring complies with the requirements set out herein.

### **502. INTERCONNECTIONS**

No interconnection of any kind shall be permitted between the City of Alcoa electric system and an electric supply from any other source unless approved in writing by the City of Alcoa.

### **503. INSPECTIONS**

- (1) The City of Alcoa shall have the right, but shall not be obligated, to inspect any installation before electricity is introduced or at any later time. The City of Alcoa reserves the right to refuse or discontinue service to any wiring, equipment, or appliances, not in accordance with the Electrical Codes, or which are not in accordance with any special contract, these Rules and Regulations, or other requirements of the City of Alcoa; but any failure to exercise this right shall not render the City of Alcoa liable or responsible for any loss or damage resulting from defects in the installation, wiring, or appliances, or from violation of the Electrical Codes, or the provisions of any special contract, or from accidents which may occur upon the customer's premises.
- (2) The City of Alcoa shall not be obligated to connect and render service to new buildings or to buildings or premises not now approved for electric service until such time as a Certificate of Approval has been rendered by the State Electrical Inspector.

### **504. LOCATION OF SERVICE ENTRANCE AND METERING**

The City of Alcoa shall specify the location of service entrance conductors and metering before customer installs any new wiring or make any changes in any old wiring installation. Architects and Engineers shall obtain this location before preparing plans.

The City of Alcoa reserves the right to refuse to connect to any service entrance conductors that have not been so located by the City of Alcoa.

### **505. SERVICE DROP AND SERVICE ENTRANCE CONDUCTORS**

- (1) Customer's service entrance conductors, smaller than 500 MCM, shall extend approximately three (3) feet beyond the weatherhead for the City of Alcoa to attach its service conductors thereto; service entrance conductors 500 MCM or larger shall extend approximately six (6) feet beyond the weatherhead.
- (2) The point of attachment and the method of attachment of the City of Alcoa's service wires to the customer's structure shall be determined by the City of Alcoa in each and every

case. Safe and adequate anchorage structures for service wires shall be provided by the customer in accordance with the City of Alcoa's requirements.

- (3) The City of Alcoa will furnish suitable service dead-ending insulators or other dead-ending devices to each customer for installation by the customer.
- (4) The City of Alcoa reserves the right to seal any fittings with removable covers on line side of the metering. Any such fitting shall have provisions for the application of a seal.

506. LOAD BALANCE

- (1) The customer shall maintain load balance satisfactory to the City of Alcoa among all service entrance conductors. When customer's load becomes unbalanced to the degree that larger transformers are required to serve the unbalanced load, the customer shall balance his load or pay the City of Alcoa the added cost of installing larger transformers.
- (2) Any single phase three wire metered service supplied from the City of Alcoa's three phase four wire distribution facilities shall not be larger than 200 amperes.

## **RATES AND CHARGES**

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### **601. RATE CLASSIFICATIONS**

- (1) All electricity furnished by the City of Alcoa shall be furnished at the applicable rates in effect at the time and as approved by proper resolutions of the Alcoa City Commission.
- (2) It is mandatory for the customer to notify the City of Alcoa in writing of any change in use or condition that will effect a change in rate classification. In the event the customer does not give the City of Alcoa notice of change in use or condition that will effect a change in rate classification, then the City of Alcoa shall not be liable to the customer for any overcharges due to a failure of the customer to notify the City of Alcoa of the changed conditions. In case the customer has so changed the conditions under which service is being used as to place the customer on a rate higher than the rate originally applied to the customer, the customer shall pay the difference in the two rates for the period of time, during which the customer has been served at a lower rate than the rate properly applicable to his service. If quantity or use of electricity for any customer should change to such an extent that customer no longer complied with the availability clause of the rate schedule under which he is being served or is or becomes qualified under the availability clause of another rate schedule, then the customer shall be changed to the applicable rate schedule effective when the customer brings these facts to the attention of the City of Alcoa in writing. Should the City of Alcoa determine that any customer is not being served under the proper rate schedule applicable to the customer's condition, the City of Alcoa may likewise apply the proper rate schedule when facts justifying the change are brought to the attention of the City of Alcoa.
- (3) The residential rate shall apply only to electric service to a single family dwelling (including its appurtenances if served through the same meter) where the major use of electricity is for domestic purposes such as lighting, household appliances, and the personal comfort and convenience of those residing therein. (A single family dwelling includes an individually metered single family apartment and an individually metered residential duplex unit.) If the major portion of the electricity supplied to a dwelling is used regularly for the conduct of business, the electricity consumed in that portion so used will be separately metered and billed under the General Power Rate; if separate circuits are not provided by the customer, service to the entire premise shall be billed under the General Power Rate. The residential rate shall not apply to service to institutions such as clubs, fraternities, orphanages or homes, recognized rooming or boarding houses, or space in an apartment or other residential buildings where the major use of the electricity is for non-domestic purposes.
- (4) If, after an electric service contract has been automatically extended and the customer requests and the City of Alcoa agrees to change the customer's rate to correspond with the customer's new electrical requirements prior to the anniversary date of the expiration of the contract, the City of Alcoa shall have the right to bill the customer with all costs involved in any changes in the metering equipment.
- (5) When the City of Alcoa changes the Rules and Regulations so as to make a change in rate application, all customers known to be affected will be notified.

#### 602. RATE SCHEDULES REQUIRING CONTRACTS FOR MINIMUM PERIODS

When a customer qualifies under the provisions of an electric rate schedule specifying a written contract for a stated minimum period as a condition of eligibility for electric service, the customer shall execute an agreement for electric service satisfactory to the City of Alcoa for a period not less than the minimum requirements of the applicable rate schedule. Previous service under a rate schedule not requiring a contract shall not relieve the customer of any obligation to execute this agreement.

#### 603. BILLING

- (1) Bills will be rendered monthly and may be paid at the City of Alcoa's offices and at any bank that accepts payments.
- (2) The penalty date for payment of the bill shall not be less than 15 days from the date the bill is mailed.
- (3) Payments made after the penalty date will be subject to a 5% penalty charge specified in the applicable rate schedule. If the penalty date falls on a day when the City of Alcoa's business offices are closed, the next following business day will become the penalty date. The payment date for remittance by mail will be governed by a post office date stamp cancellation postmark if received after the penalty date.
- (4) In the event bills are not paid on or before the cut-off date, service may be discontinued in accordance with Section 901 (2) and not again resumed until all bills are paid and the City of Alcoa shall not be liable for damages on account of discontinuing service at any time after the cut-off date, even though payment of such bills be made on the same day either before or after service is actually discontinued.
- (5) Failure to receive bill will not release customer from payment obligation, nor extend the penalty date.
- (6) No customer shall be entitled to pay any bill at the net rate while such customer is delinquent in the payment of any obligation owed the City of Alcoa Utilities by such customer.
- (7) The City of Alcoa shall not be obligated to make adjustments of any bills unless within ninety (90) days after the questioned bill is paid, the customer files with the City of Alcoa a written objection to said bill specifying the basis for the desired adjustment.
- (8) Except as may otherwise be provided in Section 901 (2), the City of Alcoa shall be under no obligation to extend the penalty date because the customer disputes the amount of the bill or liability for the bill. The customer shall have the right to pay any disputed bill under protest provided the customer at the time of payment gives the City of Alcoa written notice that the payment is being made under protest together with a written statement of the ground or grounds upon which the customer questions the correctness of the bill; and any such payment thus made under protest shall not be considered a voluntary payment provided the customer files suit to recover the questioned payment within ninety (90) days after such payment is made.

#### 604. ESTIMATED BILL

- (1) If the agents of the City of Alcoa are unable to obtain access during regular business hours, to read meters, or if for any other reason correctly registered consumption cannot

be obtained or if error occurs in computation of Service Bill, the City of Alcoa reserves the right to render an estimated bill to the customer on the basis of the best information available. If a subsequent meter reading shows that the estimated bill was based on an erroneous estimate of consumption, the City of Alcoa, at its option, will either adjust the estimated bill to correct the error or make a compensated adjustment in a later bill.

- (2) If the City of Alcoa elects to read meters less frequently than each month in order to reduce meter reading expense or for other reasons, the City of Alcoa reserves the right to render an estimated bill to a customer for any billing period for which such customer's meter is not read. If a subsequent meter reading shows that the estimated bill was based on an erroneous estimate of consumption, the City of Alcoa, at its option, will either adjust the estimated bill to correct the error or make a compensated adjustment in a later bill.

605. SERVICE FEE

Whenever a City of Alcoa electric connection order is issued for the connection of a service (including, without limitation, an order for service to a new customer, or service is transferred from one customer's name to another, or service that has been discontinued is reinstated), the City of Alcoa shall charge a non-refundable connection charge according to the schedule found in the Appendix, to cover the expense of this connection. There shall be no charge in the event of connections in relation to emergency disconnections and connections. When more than one utility service is involved in a single connection order, not more than one charge will be made. The City of Alcoa shall have the authority to waive this service fee in any case where such waiver is obviously to the best interest of the City of Alcoa.

606. LATE FEE

Five (5) days after a cut-off notice is mailed, a late fee according to the schedule found in the Appendix may be collected by the City of Alcoa, regardless of whether or not service was terminated.

## **METERS**

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### **701. METER OWNERSHIP AND INTERFERENCE WITH REGISTRATION**

- (1) All meters and metering equipment installed by the City of Alcoa shall remain the property of the City of Alcoa unless otherwise agreed in writing by the City of Alcoa. All single phase and three phase meter sockets rated 600 volts and less, 400 amperes and less and all grouped meter sockets hereafter installed or replaced shall be furnished (three phase must be bought from the City of Alcoa) and installed by the customer.
- (2) No one shall do anything which will in any way interfere with or prevent the proper registration of a meter. No one shall tamper with or work on an electric meter without the written permission of the City of Alcoa. No one shall install any wires or other device which will cause electricity to pass through or around a meter without the passage of such electricity being registered fully by the meter. When the registration of a meter has been blocked, adjusted, or tampered with in any manner, the customer at that location will be billed a tampering fee according to the schedule found in the Appendix, as well as the cost to replace the meter and any other utility property, and the estimated cost of the energy used but not registered on the meter as a result of the tampered situation. This is not an accusation of guilt regarding the tampering, which is illegal under Tennessee law. However, the customer is responsible for all of the energy used at his/her location even if it is not registered correctly, and for contributing to the security of the metering system. The utility reserves the right to refer any case of meter tampering and theft of service to the Attorney General's office for possible prosecution under Tennessee law.

### **702. METER INSTALLATIONS**

- (1) The City of Alcoa will install and maintain adequate metering facilities to measure the energy used in accordance with the applicable rate schedule.
- (2) On changes in location of meters for the convenience of the customer, the necessary wiring shall be completed by the customer before any changes will be made by the City of Alcoa.
- (3) All metering equipment will be sealed by the City of Alcoa for protection. No one, except authorized City of Alcoa employees, or individuals authorized by the City of Alcoa, shall cut, break, or otherwise remove a City of Alcoa seal on electrical meters or metering equipment.
- (4) All metering equipment shall be readily accessible to the City of Alcoa's representatives for meter reading, testing, and maintenance and shall not be subjected to severe vibration. Meters shall not be placed in a location that will subject them to accidental damage. Meters shall be located not more than 6 feet nor less than 5 feet from the ground to the center of the meter except for multi-meter centers.
- (5) Single phase meter installations shall be installed outdoors, except meter installations in buildings that are open to the meter reader or for inspection by representatives of the City of Alcoa during normal business hours.

- (6) In large commercial and industrial installations, the meter installation shall be in accordance with any special agreements made relative to the service rendered.
- (7) Multi-meter centers for apartments, condominiums, mobile home parks and other multiple housing units shall have permanent identification for each meter. The developer shall furnish the City of Alcoa with a floor plan and/or a site plan showing the identification of all units and the configuration of the multi-meter center. The owner shall pay the Board the cost of making changes in the City of Alcoa's records for any changes subsequently made by the owner.
- (8) The meter socket, instrument transformer box, or other metering enclosures shall not be used as a terminal or junction box.
- (9) When metering changes are made for the customer's convenience, the customer shall pay the estimated costs of making changes in meter location, combining two or more meter installations, or separating a single metering installation into two or more metering installations.

703. METER TESTS

The City of Alcoa will, at its own expense, make periodical tests and inspections of its meters in order to maintain a high standard of accuracy. The City of Alcoa will make additional tests or inspection of its meters at the request of the customer. If such tests show that the meter is accurate within two per cent (2%), slow or fast, no adjustment will be made in the customer's bill and the testing charge according to the schedule found in the Appendix, shall be paid in advance by the customer. In case the test shows the meter to be in excess of two per cent (2%), fast or slow as a result of meter malfunction, an adjustment will be made in the customer's bill.



## **TRANSFORMERS**

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### 801. TRANSFORMER VAULTS

- (1) Where transformer vaults are constructed on the customer's property they shall be built in accordance with the City of Alcoa's specifications, with the City Building Codes and the Electrical Codes.

Detail plans of the vault and its location shall be submitted to the City of Alcoa for approval before proceeding with construction. Provisions must always be made for removal of the transformers and for proper ventilation of the vault in a manner satisfactory to the City of Alcoa.

- (2) Transformer vaults shall contain only transformers and associated equipment belonging to the City of Alcoa, and all secondary equipment and meters shall be located outside of the vault but adjacent thereto. Water, gas or steam lines must not enter or pass through the vault.
- (3) Whenever a customer's requirements necessitate such installation and use, the customer shall at his expense provide the necessary vault or vaults.
- (4) Transformer vaults containing the City of Alcoa's utility equipment shall be under the control and supervision of the City of Alcoa and unauthorized persons shall not be allowed to enter.

### 802. TRANSFORMER INSTALLATIONS - OVERHEAD AREA

- (1) Whenever a customer's requirements make it desirable to use transformers of sizes larger than 167 kVA, the customer may be required at his expense to build, on his premises, a transformer base on which the transformers may be mounted. The City of Alcoa will furnish and install a fence about the transformer base, unless otherwise agreed upon in the contract. Minimum space for a ground-type transformer station is 30 x 32 feet. Special hazard or large loads will require larger space.
- (2) The City of Alcoa shall be consulted before locating this transformer base. The base shall be built in accordance with plans and specifications to be furnished by the City of Alcoa. The responsibility for maintaining the base and fence shall rest with the customer. No one shall be permitted to enter this enclosure except employees of the City of Alcoa or persons authorized by the City of Alcoa. The fenced-in area shall contain only transformers and associated equipment belonging to the City of Alcoa.
- (3) When transformers are located on poles or pole platforms or enclosed with a fence, the customer shall not erect any structure, place any material or thing, or create any condition in such close proximity to any transformers or fence around such transformers that will enable any person to come in contact with or dangerously close to the wires or transformers of the Board. The City of Alcoa reserves the right to discontinue service in case of violation of this provision.

- (4) If a customer served by any such transformers requires a load of such size that it cannot be adequately and safely served by transformers located on the space then provided for the same, the customer shall provide additional space needed for the location of additional transformers at a place adjacent to that then in use, or customer may be required to pay the cost of relocating the transformers, poles, lines, and appurtenant equipment, including any fence around any new base at a new location. Such proposed new location must be acceptable to the City of Alcoa.

## GENERAL ISSUES

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901. TERMINATION OF SERVICE OR REFUSAL BY THE CITY OF ALCOA TO CONNECT SERVICE

- (1) The City of Alcoa shall have the right to discontinue service or to refuse to connect service for a violation of, or failure to comply with, any provision of the following:
  - a) These rules and regulations and the rate schedules
  - b) The customer's application for service
  - c) The customer's contract for service
  - d) The payment of any obligation due the City of Alcoa, including any required deposit.
- (2) If the customer does not make full payment by the penalty date of the bill, the bill shall become delinquent. If the customer fails to make payment, or notify the City of Alcoa of a disputed bill or to make suitable payment arrangements, the City of Alcoa will proceed with the following termination schedule:
  - a) The City of Alcoa will give the customer a written notice of (cut-off) at least five (5) days after penalty date. The cut-off notice shall specify the reason for the cut-off, and
    - 1) The amount due, including other charges
    - 2) The last date to avoid service termination
    - 3) Notification of the customer's right to a hearing prior to service termination and, in the case of nonpayment of bills, of the availability of special counseling for emergency and hardship cases.
  - b) In the case of termination for nonpayment of bills, the employee carrying out the termination procedure will attempt, the day before disconnecting the service, to contact the customer in a final effort to notify the customer and avoid termination.
  - c) Hearings for service termination, including for nonpayment of bills, will be held by appointment at the offices of the City of Alcoa during normal business hours as outlined in the Appendix.
  - d) Termination will not be made on any preceding day when the City of Alcoa's business office is scheduled to be closed.
  - e) If the customer does not request a hearing, or, in the case of nonpayment of a bill, does not make payment of the bill, or does not otherwise correct the problem that resulted in the notice of termination in a manner satisfactory to the City of Alcoa, the same shall proceed on schedule with service termination.
  - f) Service termination for any reason shall be reconnected only after the payment of all charges due or satisfactory arrangements for payment have been made, or the correction of the problem that resulted in the termination of service in a manner satisfactory to the City of Alcoa, plus the payment of a late fee.

- (3) Such right to discontinue service shall apply to all service received through a single service, even though more than one customer or tenant is furnished service therefrom, and even though the delinquency or violation is limited to only one such customer or tenant.
- (4) Discontinuance of service by the City of Alcoa for any causes stated in these rules and regulations shall not release the customer from liability for service already received or from liability for payments that thereafter become due under the minimum bill provisions or other provisions of the customer's contract.
- (5) The City of Alcoa shall have the right to refuse to render service to any applicant whenever the applicant or any member of the household, company or firm to which such service is to be furnished, is in default in the payment of any obligation to the City of Alcoa or has theretofore had his service disconnected because of a violation of the rules and regulations of the City of Alcoa.
- (6) If the City of Alcoa should for any reason begin to render service to an applicant to whom the City of Alcoa has a good and valid reason for refusing to render such service, the City of Alcoa shall have the right to discontinue such service at any time within one year after such service is begun, even though the customer does nothing to justify the discontinuance of service during the time such service is being rendered.
- (7) If the customer's meter has been tampered with or bypassed after being disconnected for nonpayment, the meter will be removed and the account immediately closed. All past due, present due, additional deposits and tampering related costs must then be paid, or acceptable arrangements made to pay the total before service will be reconnected. The utility reserves the right to refer all meter tampering and theft of service cases to the Attorney General's office for possible prosecution under Tennessee law.

#### 902. TERMINATION OF SERVICE BY CUSTOMER

- (1) Customers who have fulfilled their contract terms and wish to discontinue service must give at least three (3) days written notice to that effect, unless the contract specifies otherwise. Notice to discontinue service prior to expiration of the contract term will not relieve the customer from any minimum or guaranteed contract or applicable rate schedule.
- (2) When service is being furnished to an occupant of the premises under a contract not in the occupant's name, the City of Alcoa Utilities reserves the right to impose the following conditions on the right of the customer to discontinue service under such a contract:

Written notice of the customer's desire for such service to be discontinued may be required; and the City of Alcoa shall have the right to continue such service for a period not to exceed ten (10) days after receipt of such written notice, during which time the customer shall be responsible for all charges for such service. If the City of Alcoa should continue service after such ten (10) day period subsequent to the receipt of the customer's written notice to discontinue service, the customer shall not be responsible for charges for any service furnished after the expiration of the ten (10) day period.

During the ten (10) day period, the occupant of the premises to which service has been ordered discontinued by a customer other than such occupant, may be allowed by the City of Alcoa to enter into a contract for service in the occupant's own name upon the occupant's complying with these rules and regulations with respect to a new application for service.

903. LIABILITY FOR FAILURE TO CUT OFF A SERVICE

- (1) The City of Alcoa's liability shall be limited to the forfeiture of the right to charge a customer for electricity that is not used, but is received from a service line, if after receipt of at least three (3) days written notice to cut off an electric service, the City of Alcoa has failed to cut off such service.
- (2) Except to the extent stated above, the City of Alcoa shall not be liable for any loss or damage resulting from a failure to cut off service after notice. The customer shall rely exclusively on privately-owned disconnect switches rather than on the City of Alcoa cutting off service.

904. ACCESS TO CUSTOMER'S PREMISES

The City of Alcoa's identified representatives and employees shall be granted access to the customer's premises at all reasonable times for the purpose of reading meters, for testing, inspecting, repairing, and replacing all equipment belonging to the City of Alcoa, and for inspecting the customer's wiring, appliances, and premises in order to determine that the City of Alcoa's utility rules and regulations are being observed.

905. NOTICE OF TROUBLE

The customer shall notify the City of Alcoa immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble or accidents affecting the supply of electricity. Such notice, if verbal, should be confirmed in writing.

906. INTERRUPTION OF SERVICE

- (1) The City of Alcoa will endeavor to furnish continuous electric service, and to maintain reasonably constant voltage, but the City of Alcoa cannot and does not guarantee the customer any fixed voltage or continuous service. The City of Alcoa shall not be liable for any damages for any interruption or disturbances of service whatsoever.
- (2) In connection with the operation, maintenance, repair, and extension of the City of Alcoa's electric system, the electric supply may be shut off without notice, when necessary or desirable and each customer must be prepared for such emergencies. The City of Alcoa shall not be held liable for any damages from such interruption of service or for damages from the resumption of service without notice after any such interruption.
- (3) In connection with the operation, maintenance and repair of the City of Alcoa's facilities, work will be scheduled during regular working hours unless the customer agrees to pay the additional costs incurred by the City of Alcoa in working other than regular working hours.

907. DAMAGES DUE TO VOLTAGE OR CURRENT FLUCTUATIONS

The City of Alcoa shall not be liable for personal injuries or for any damages to a customer's equipment or property, which may be caused by high voltage, by low voltage, or by fluctuations in voltage or current on the City of Alcoa's electric distribution lines. The customer shall be responsible for protecting his service from current and voltage fluctuations by installing fuses, circuit breakers, and other standard safety devices.

908. VOLTAGE FLUCTUATIONS CAUSED BY CUSTOMER'S EQUIPMENT

- (1) A customer's equipment shall not cause abnormal fluctuations or disturbances to the City of Alcoa's electric system. The City of Alcoa may require the customer to install, at his expense suitable apparatus which will reasonably limit such fluctuations.
- (2) Single phase motors larger than 3/4 H.P. at 120 volts and 7 1/2 H.P. at 209, 240, and 480 shall not be installed without written permission from the City of Alcoa.
- (3) Three phase motors larger than 10 H.P. at 208, 240, and 480 volts shall not be installed without written permission the City of Alcoa.
- (4) The restrictions in Sections 908 (2) and (3) do not apply to a customer whose service is provided from a substation for the sole and exclusive use of such customer.
- (5) Motor starting and across-the-line starting will be allowed on three phase motors of 25 H.P. and less; provided the locked rotor current does not exceed 400% of the full load running current and in the opinion of the City of Alcoa the starting of the motor does not cause undue fluctuation of the line voltage. Starting equipment shall be used to limit starting voltage to not more than 65% of the line voltage for motors 25 H.P. and larger. The City of Alcoa, however, reserves the right to permit the starting of such motors across the lines when it will not cause undesirable voltage fluctuation. It shall be the responsibility of the owner to properly protect his motors from overloads or from excessive currents due to primary fuse blowing, causing single phasing of the motors and the City of Alcoa will not be responsible for damage to equipment due to the above causes.

909. UNAUTHORIZED USE OR INTERFERENCE WITH ELECTRIC SUPPLY

No person shall operate any of the City of Alcoa's utility switches or any of the City of Alcoa's utility equipment without permission or authority from the City of Alcoa.

910. CUSTOMER'S RESPONSIBILITY FOR THE PROPERTY OF THE CITY OF ALCOA

Except as herein elsewhere expressly provided, all meters, service connections, and other equipment furnished by the City of Alcoa shall be and remain the property of the City of Alcoa. The customer shall provide a space for and exercise proper care to protect the property of the City of Alcoa on his premises and in the event of loss or damage to the City of Alcoa's property, arising from neglect of the customer to care for the same, the cost of necessary repairs or replacements shall be paid by the customer.

911. RESALE OF ELECTRICITY

All electricity (other than electricity supplied from the customer's own generating equipment) used on the premises of the customer shall be supplied exclusively by the City of Alcoa, and the customer shall not directly or indirectly sell, sublet, assign, or otherwise dispose of the electric energy or any part thereof, except with written permission from the City of Alcoa.

APPENDIX

**FEE SCHEDULE**

Office Hours

8:00 a.m. — 4:30 p.m.  
Monday — Friday

302. DEPOSIT

Homeowner	\$75.00
Residential Renter	\$150.00
Commercial/Industrial	2 x Highest Monthly Bill

306. TEMPORARY SERVICE

Temporary Service Charge	\$25.00
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309. SERVICE TO INDIVIDUAL RESIDENTS

Overhead Service to Individual Residents Customer pays amount in excess of:	\$875.00
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310. SERVICE TO INDIVIDUAL MOBILE HOMES

Service Charge	\$25.00
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311. SERVICE TO APARTMENTS, CONDOMINIUMS AND  
OTHER MULTIPLE HOUSING UNITS

Investment allowance for an overhead system (maximum per unit)	\$400.00
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312. SERVICE TO MOBILE HOME PARKS

Investment Allowance per Unit	\$200.00
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Example:

Number of units	50
Per Unit Investment allowance	\$400.00
Cost of extension	\$40,000.00
Total cost	\$40,000.00
Less investment allowance (50 x \$400)	\$20,000.00
Cost to developer	\$20,000.00

313. SERVICE TO RESIDENTIAL SUBDIVISIONS

Overhead Service to Individual Residents	
Customer pays amount in excess of:	\$875.00

314. LOW REVENUE SERVICE

Overhead Service to Low Revenue Service	\$200.00
Customer pays amount in excess of:	

315. PERMANENT SERVICE TO COMMERCIAL OR INDUSTRIAL CUSTOMER

Overhead Service for Commercial or Industrial	
Customer with 50 KW or less demand	\$875.00
Customer pays amount in excess of:	

316. PERMANENT SERVICE TO COMMERCIAL OR INDUSTRIAL CUSTOMER

Overhead Service for Commercial or Industrial	
Customer with demand larger than 50 KW	\$2,500.00
Customer pays amount in excess of:	

319. CREDIT FOR ADDITIONAL CUSTOMERS

<u>YEARS AFTER DATE OF AGREEMENT</u>	<u>REFUND PERCENTAGE*</u>	<u>REIMBURSEMENT PER CUSTOMER</u>
1	100%	\$875.00
2	90%	\$787.50
3	80%	\$700.00
4	70%	\$612.50
5	60%	\$525.00

No refunds shall be made after five (5) years.

\*Based on service allowance in effect at time initial service was provided.

320. OUTDOOR LIGHTING FOR INDIVIDUAL CUSTOMERS

Service Charge (Set Pole)	\$100.00
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605. SERVICE FEE

Service Fee	\$25.00
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606. LATE FEE

Late Fee	Not less than \$25.00
(Mon. - Fri. 8:00 a.m. - 4:30 p.m.)	

- or -

Reconnection Charge	\$135.00
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(During non-office hours)

701. METER OWNERSHIP AND INTERFERENCE WITH REGISTRATION

Service fee for untapping of service (at pole)	\$75.00
Service fee for tapping up service (at pole)	\$75.00
Totaling \$150.00	
1000 Kw hours for estimated usage (at current rates)	
For pulling jumpered or bypassed power and resealing meter pan.	
Also any other outstanding bills that may be owed on existing account.	\$50.00

703. METER TESTS

Customer Requested Testing Charge	- Resident	\$25.00
	- Commercial/Individual	\$50.00